

# proNX™ Service Manager

## Service-Centric Network Management



Bandwidth-intensive connectivity requirements across mobile broadband, residential broadband, and Ethernet business services markets continue to increase. With high expectations for quality of experience, services also must be provisioned or decommissioned with greater efficiency, to be responsive to customer requests. As a core component within BTI Systems' packet optical networking and application-intelligent software solutions, the proNX™ Service Manager provides a service-centric approach to managing end-to-end services with enhanced visibility and operational simplicity.

### Provision and Manage Services as They Are Sold

The proNX Service Manager is focused on comprehensive information bundling to understand the services, the customers using them, and the resources delivering them. Visualizing service delivery infrastructure from a service-centric point-of-view mitigates the complexity of underlying network technologies and simplifies the ability to add capacity, provision new connections, or change service performance characteristics.

Customers do not buy ports, network elements, a wavelength, or bandwidth—they buy a service with pre-defined characteristics and capabilities to address their needs. proNX Service Manager is designed to simplify and automate the delivery and monitoring of services by using a service-centric view closely aligned with the way services are sold, rather than engineered. This customer-oriented view highlights exactly what's being delivered, and expedites the response to customer requests and to potential service impacting events. The translates into enhanced customer satisfaction.



### proNX Service Manager Key Benefits

- **Greater Operational Efficiency** - integrated customer, service, and network information consolidation, service templates, and automated capabilities limit the time and manpower required to commission, deliver, troubleshoot, and maintain services
- **Simplified Service Provisioning** - service-centric graphical visualization capabilities expedites service provisioning, standardizes the approach to a step-by-step and intuitive procedure and reduces the potential for error.
- **Improved Customer Responsiveness** - associating customer information with services enables quick and easy understanding of a customer's service inventory, allows rapid interpretation of how a network event is affecting a specific customer, and provides the means for a rapid and proactive response.
- **Consistent Service Management** - the ability to provision and manage both packet-based and dynamic optical layer-based services end to end using the same tool delivers a consistent management solution that simplifies operations and minimizes the potential for errors.

### proNX Service Manager Key Features

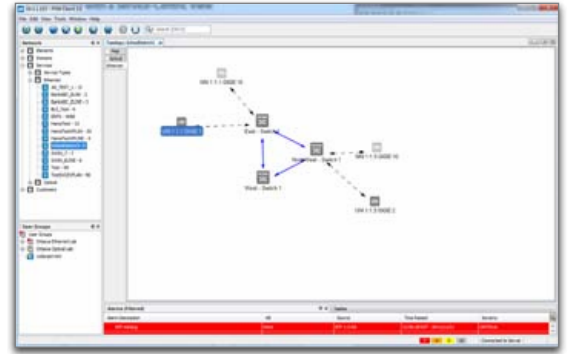
#### Service Definition is a Snap

proNX Service Manager offers a step-by-step procedure and consistent approach to defining services. A simple-to-use graphical interface and automated provisioning assistance allows the definition of end-to-end services with mouse clicks as opposed to a complex multi-step CLI process. Service templates can be defined and implemented, eliminating the need to manually

configure common service characteristics. The streamlined service definition process benefits network operations staff by shortening the time-to-implement and providing a standardized, consistent approach that limits the potential for error and speeds time to revenue.

**Empowered with a Service-Centric View**

The ability to visualize, monitor, and troubleshoot end-to-end services is critical. The key is to understand the components of a service “at a glance” and glean service details easily, without the complexity of unused network elements and nonessential network layers. proNX Service Manager provides a straightforward visual representation of the service, its components, and performance details.



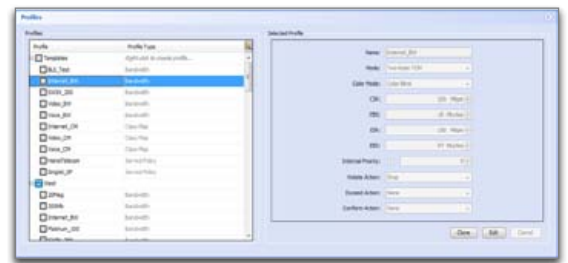
Service-Centric View

**Customers First**

proNX Service Manager is focused on improving responsiveness to customer requests. Operations staff can directly affiliate the company name, company reference, a list of employees with primary and maintenance contacts with service instances. Services can also be bundled, viewed, and reported on by individual customer to ensure all relevant information is easily available to customer care staff to guarantee a rapid response to inquiries.

**Rapid Identification and Resolution of Issues**

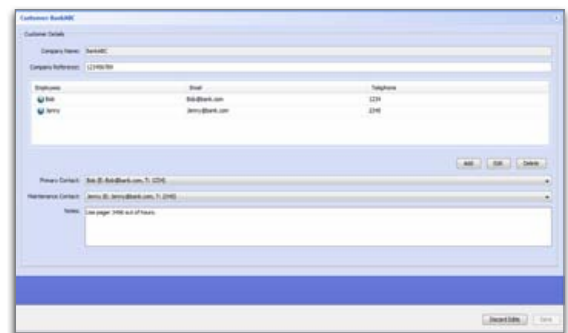
Enhanced alarm correlation capabilities supported by proNX Service Manager simplify getting to the root of potential service impacting events. Real-time association of the network with services and customers enables rapid response to any issues, allowing operations staff to quickly determine affected customers and proactively respond before calls come in. Beyond traditional alarm grouping approaches by network element, time raised, and severity, proNX Service Manager can also group by support description (services affected by a specific alarm). The tool also allows for rapid alarm search capabilities based on node, alarm type, and service.



Service Template Definition

**Manage Customer Services, not Network Elements**

Traditional element and network management solutions simply do not allow network operators to address the volume and complexity of today’s service requests. The intuitive methodology and virtualization of complex underpinning of service delivery networks provided within proNX Service Manager guarantees a proactive response to customer requests and consistency with respect to how services are defined and activated. The simple navigation between network faults and the services which may be impacted by those conditions allows timely response actions to maintain customer satisfaction.



Customer Database

**Technical Information**

Supported Products	BTI 7000 Series, BTI 700 Series: 702, 704, 712, 718		
Service Types Supported	EPLINE, EVPLINE, ELAN, EVPLAN, ETREE		
Functional Summary	<p><b>Service Management Features:</b></p> <ul style="list-style-type: none"> <li>» Endpoint template creation</li> <li>» Customer details creation</li> <li>» End to end point and click activation for supported Ethernet services and dynamic optical services</li> <li>» Customer service association; Service Fault correlation</li> <li>» Service centric reports</li> </ul>	<p><b>Base Management Functions:</b></p> <ul style="list-style-type: none"> <li>» NE discovery and display</li> <li>» Hierarchical groupings for ease of management</li> <li>» Alarms Management - Active and historical.</li> <li>» Inventory</li> <li>» Configuration</li> <li>» North bound alarms interface (SNMP and RSS)</li> <li>» Shelf graphics</li> </ul>	<p><b>Administration Functions:</b></p> <ul style="list-style-type: none"> <li>» NE Config. Back-up and restore</li> <li>» Software download</li> <li>» Log collection and view</li> <li>» User Management including RADIUS</li> </ul>
Simultaneous client support	20		
Base Server Hardware Recommendation	Xeon X5660 processor, 8GB RAM, 4x 73GB 15k Disks, RAID 10 Support		

